# OEMC FY 2013 Budget Statement October 18, 2012

Good morning, Chairman Austin and members of the City Council.

I am honored to sit before you today to discuss the 2013 budget request for the Office of Emergency Management and Communications (OEMC). Our efforts will continue to focus on strengthening our core competencies and providing support to City services.

The OEMC must continue to focus on its core functions through integration of its existing capabilities, eliminating unnecessary functions and exploring new, effective and efficient operations to maximize the OEMC's full potential.

The OEMC is tasked with operating the 911 Call Center and 311 City Services, coordinating traffic management, managing incidents, directing emergency events, and providing technology, among other forms of support to City departments.

From International boxing tournaments, NATO 2012 and the Chicago Marathon to Lollapalooza and the Taste of Chicago, the OEMC is the city of Chicago's lead agency at emergency situations and major events.

On a daily basis the OEMC works with city departments, sister agencies, hospitals, schools, facilities, and the private sector to develop plans for severe weather sheltering plans, hospital medical emergency surges and other important factors that can have a critical impact on the outcome of a planned or unplanned event.

Call-takers, dispatchers, traffic aides, emergency responders and technology staff provide assistance to residents who may be in need of City of Chicago services 24 hours a day, 365 days a year.

In FY 2013, OEMC will continue to carry out its core function of support, achieving integration not only among City services, but also with Cook County and the State of Illinois. Integration, and its inherent collaboration, is an absolute necessity for the OEMC and the City of Chicago.

#### 9-1-1 Operations

The OEMC operates a world-class voice and data radio system, providing police and fire personnel on the street valuable information to help them respond quickly to emergency situations.

On any given day our call takers and dispatchers process 15,000 calls for service and over 5 million calls each year.

OEMC continues to capitalize on advances in technology that can assist our staff in becoming more efficient and effective in the services they provide.

One of the department's key priorities this year and in 2013 is the upgrade of the 9-1-1 operations floor.

Construction began this fall and involves physically raising the operation floor, installing new Public Service Answering Point (PSAP) software and hardware, connecting a new radio system, adding a new voice logging recorder system and putting in new console furniture.

This complex and long overdue project will provide many benefits such as providing an ergonomic work environment for all personnel and improving response time for court requests and increasing efficiencies with audio searches with the new voice recorder.

#### 3-1-1 City Services

In 2013, 3-1-1 City Services will continue providing the most efficient delivery of services possible.

Open311 launched this fall to conveniently provide the public with another method to request services and improve 3-1-1 Operations.

Currently, when residents call 3-1-1 to check on the status of their service request, they can only receive a pending or closed status. Open311 will allow the 3-1-1 Operator to share the status, progress and/or completion of the city service request.

Looking ahead Open311 will allow the public to track their city service request from the point of entry to completion – like tracking a FedEx package.

In 2013, the OEMC will continue to take the lead in the integration of City services.

While most often supporting the Chicago Fire Department and Chicago Police Department, OEMC has partnered with Department of Innovation and Technology (DoIT) to integrate technology and operational procedures to support City services such as Streets and Sanitation, Department of Family and Support Services and the Chicago Department of Public Health.

By maximizing the effectiveness of the OEMC's Operation Center (OC) through the integration of the City Incident Center and the introduction of a Watch Officer system, OEMC is maximizing the application of City services on a daily basis and thereby prepare the City of Chicago for a more effective emergency response.

As the OC continues to improve its ability to pull data from across the City, and establish a proven Watch Officer staffing model, its commitment to partnering with City services is already yielding tangible results.

For example, the OC has ramped up its operating capabilities to successfully serve as a nerve center for operations surrounding the July 2012 heat event, Taste of Chicago, Air and Water Show and the Chicago Marathon. This new, more robust operating model, which continues to guide the OC's operations, has already driven tangible savings: the OEMC now opens up its Emergency Operations Center much less frequently, resulting in staffing savings citywide.

In 2013 the OEMC will continue to decrease duplicative City resources for any event or incident, decrease the number of "emergencies" that drain resources, and provide targeted redundancy which will assist in keeping City Services functioning in the midst of disruptive events.

### Traffic Management Authority

The OEMC also oversees the Traffic Management Authority (TMA) which provides traffic management and performs traffic control functions throughout the city. Last summer the OEMC participated in a larger plan to better coordinate departments that control traffic and conduct parking enforcement.

Part-time civilian traffic control aides are used to provide services to the central business district for unusual traffic conditions surrounding special events, emergencies and construction projects.

Last year Traffic Control Aides (TCAs) covered more than 4,600 events around the city including the Central Business District, O'Hare and Midway Airports, and special events held throughout the city.

During the 2012 NATO Summit in Chicago, TMA played a vital role by ensuring efficient and effective movement of Chicago residents, visitors, motorists, international dignitaries, and United States leaders throughout the City of Chicago. In keeping with its priorities of preparedness and partnership, months before the Summit TMA worked with the Chicago Police Department (CPD) to train TMA leadership on operational, safety, and traffic management best practices.

In 2013 the OEMC will continue to deployment TMAs to target traffic hotspots, rather than blanket coverage on daily posts – a smarter, more efficient way of to manage traffic.

For example, TMA will play a role in the spring 2013 Chicago Transit Authority (CTA) Red Line Track Renewal Project by helping with traffic hotspots and assisting with traffic control in any congested construction areas.

### Technology

Last year OEMC established the Public Safety Information Technology (PSIT) group. The purpose of this group is to consolidate technology functions from City public safety departments, in order to work towards capitalizing on efficiencies and innovations to ensure service effectiveness.

The consolidation has already resulted in tangible results. Radio Communications under PSIT achieved success in consolidating radio repair shops throughout the City of Chicago. Currently, all radio repair shops operate under the aegis of the OEMC, and its departmental commitment of ensuring the PSIT Unit is able to provide all necessary technology resources to public safety personnel.

Recently, DoIT and the OEMC scrutinized past practices that were inherently inefficient to city operations.

In 2013 OEMC's PSIT group will partner with Do IT to further implement key consolidations and efficiencies of information technology functions.

Together DolT and PSIT will consolidate database management to increase the amount of support provided through shared resources, potentially saving money through the consolidation of hardware and ensuring a common management approach of all databases.

DolT and PSIT will continue to work together to consolidate nonemergency telecommunications. DolT is already accumulating significant telecommunications savings through stronger contract management and inventory management practices. A further consolidation will allow for public safety telecommunication to benefit from these established practices.

Looking ahead, the OEMC, through the Public Safety Information Technology group, will continue work to establish a robust technology life cycle composed of procurement, maintenance, and replacement.

The OEMC will work to maximize fixed assets, including camera, radio, and fiber optic systems, to provide both City services and private sector partners with timely, relevant information necessary for executing their respective functions.

#### Reform Grant and Project Management

The OEMC's newly-established Project Management Office (PMO) is tasked with ensuring all OEMC resources, including contracts, are efficiently utilized to achieve its mission.

Grants have become a point of seamless integration between the OEMC, Cook County, and the State of Illinois. Each year, the City receives millions of dollars in grant funding, and the PMO's internal compliance standards and partnership with the County and the State have ensured that grant application priorities align with project execution objectives, resulting in OEMC's mission being carried out in the most efficient manner possible.

Under the PMO, OEMC staff have already been realigned to support the PMO making progress toward its objective of ensuring all OEMC projects, and their relevant funding, are effectively achieving the OEMC's mission. Eventually, this system will enable the PMO to become the principal point of contact for project-based accountability with public safety and City-wide partners.

## Increase Partnerships with Local, State and Federal Governments

Over the past year, the OEMC has worked with partners in Cook County to restructure the Chicago Urban Area Working Group (UAWG), so that the structure reflects the imperative of integration and collaboration between the City of Chicago and Cook County. The purpose of the Chicago/Cook County UAWG is to coordinate development and implementation of all projects related to a major federal homeland security grant program.

Redundancies and overlapping efforts have been eliminated; today, the City and County speak with one voice and are working towards the same sets of objectives, resulting in resident safety and property security throughout the Chicago Urban Area.

The City and County's imperative of collaboration led to submission of several joint applications for federal homeland security grant programs. This integrated effort drives greater unity of effort not only in organizational partnership, but also in identifying particularly fruitful and timely opportunities for closer partnership.

In 2013, the OEMC will continue to work with Cook County and the State of Illinois to enhance the safety and security of residents in Chicago and Cook County. Seamless integration among local, regional, state, and federal partners is vital to the OEMC's responsibility of protecting lives and property in the City of Chicago.

### City in Partnership

Another partnership the OEMC will continue working on is with the residents of this City.

By registering for "Notify Chicago," residents receive alert messages on everything from traffic to weather to major events in the City.

"Notify Chicago" is a great resource that the City has already utilized to inform people about emergency weather conditions, such as the traffic impacts due NATO; extreme hot weather in July 2012; and street closures due to the Bank of America Chicago Marathon.

Recently the OEMC reviewed the capabilities of "Notify Chicago" and is working to explore technologies to enhance the communication tool.

In 2013, the OEMC will work to improve and redesign "Notify Chicago" to better serve residents and visitors so that they are more informed and aware than ever before.

Chicago has made great strides to increase the interaction and coordination between the private and public sectors. And the successful NATO Summit hosted here this spring provided yet more evidence of what the private and public sectors can accomplish when working in unison.

In 2013, the OEMC will continue its strong partnership with the private sector through the implementation of the "Chicago Public/Private Task Force".

The newly established Task Force provides an ongoing and permanent forum for information and high-level discourse on matters of policy and protocol. The Task Force also serves as a vehicle to integrate the private sector into key public safety discussions and to ensure collaboration for key citywide preparedness tabletops and exercises.

The willingness by each partner to collaborate on critical public safety initiatives will strengthen our overall ability to prevent and deter catastrophic incidents throughout the area.

To this end, the OEMC must continue its efforts to maximize effectiveness, explore innovative ideas, and unify every available effort to enhance the safety and security of the City.

Thank you, Madam Chairman and members of the City Council. I look forward to answering any questions you may have.

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## **OEMC**

## **2013 Budget Hearing**

#### MBE/WBE Data

**Period**: 1/1/12 to 10/1/12 **Total Purchases**: \$37,949,775

\$10,501,318 (28%)

\$1,235,158 (3%)

\$11,736,475 (31%)

MBE

WBE

**Total MBE/WBE Purchases** 

Asian	\$2,350,620 (22%)		
African-American	\$1,473,629 (14%)		
Hispanic	\$6,677,068 (64%)		
Total Spending	\$10,501,318 (28%)	\$1,235,158 (3%)	\$11,736,475 (31%)

#### **Staffing Data**

	Departmen	t Ethnicity and (	Gender	
	Male	Female	Total	%
Asian	10	8	18	1.24%
Black	248	639	887	61.34%
Hispanic	70	87	157	10.86%
White	192	192	384	26.55%
Total	520	926	1,446	100%
	35.9%	64.1%		

	Male	Female	Total	%
Asian	1	1	2	1.72%
Black	36	64	100	86.21%
Hispanic	7	0	7	6.03%
White	6	1	7	6.03%
Total	50	66	116	100%
	43.1%	56.9%		

De	partment Mar	agers Ethnicity	and Gender	
	Male	Female	Total	%
Asian	1	0	1	.89%
Black	12	21	33	29.46%
Hispanic	12	8	20	17.86%
White	37	21	58	51.79%
Total	62	50	112	100%
	55.4%	44.6%		

#### **Interns**

Female Female Female	African American African American African American
Female	African American
	Arrican American
Female	African American
Female	African American
Male	White
	Female Female



LABOR AND LEGAL

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